

**City of Chattanooga, TN**  
**Personnel Class Specification**

***Class code 0117***

**FLSA: Exempt**

**CLASSIFICATION TITLE: NETWORK MANAGER**

**PURPOSE OF CLASSIFICATION**

The purpose of this classification is to supervise and manage all aspects of network operations including design, implementation, troubleshooting, and documentation of multi-protocol networks.

**ESSENTIAL FUNCTIONS**

**The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.

Organizes and administers daily operations of data communications services to meet the needs of the City.

Supervises and participates in the installation, configuration, diagnosis of malfunctions, repair, and maintenance of network equipment.

Recommends alterations and future enhancements of data communication system to meet changing and expanding user needs; oversees implementation of data communications system changes and upgrades.

Develops, designs, and organizes the Wide Area Network (WAN); supervises and implements WAN communication integration; evaluates, implements, and maintains remote network access.

Designs and establishes policies, procedures, and standards; assists with short and long range data communications support planning.

Determines criteria for Help Desk customer service software and reporting methodology; answers trouble calls from departmental supervisors.

Writes contract bid documents and evaluates vendor bids; communicates with vendors concerning new technology.

Prepares project research reports, correspondence to requests, inventory report, and maintenance history report; maintains network documentation.

Attends meetings, conferences, and training sessions as necessary.

### **ADDITIONAL FUNCTIONS**

Performs other related duties as required.

### **MINIMUM QUALIFICATIONS**

Vocational/Technical degree in Telecommunications/Data Communications, Computer Science, or closely related field; Associates Degree preferred; supplemented by one (1) to two (2) years previous experience and/or training involving management, installation, and maintenance of data communications, telecommunications and network equipment and/or systems software; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job; Certification as a Network Administrator or Network Engineer in applicable systems is preferred.

### **PERFORMANCE APTITUDES**

**Data Utilization:** Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

**Human Interaction:** Requires the ability to apply principles of persuasion and/or influence over others in a supervisory capacity.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate and control the actions of equipment and machinery, requiring the monitoring, adjustment, regulation, and/or setting of multiple conditions.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

**Functional Reasoning:** Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

**Situational Reasoning:** Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

## **ADA COMPLIANCE**

**Physical Ability:** Tasks require the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, depth, and visual cues or signals. Some tasks require the ability to communicate orally.

**Environmental Factors:** Essential functions are regularly performed without exposure to adverse environmental conditions.

Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.